

ACTA ADVOCACY DASHBOARD - October 2019 Report

Goal of Dashboard: Highlight the results and impacts of ACTA's 2019 efforts.

Priority Issues Identified by Members

- 1. IATA:** Debit memos, NewGen ISS, Transparency In Payments, Local Financial Criteria, PCI Compliance, and the Passenger Agency Programme
- 2. Provincial Regulators:** ON / TICO, QC / OPC and BC / Consumer Protection BC
- 3. Federal:** Transport Canada and the Canadian Transportation Agency (CTA) – Air Passenger Protection Regulations and Basic Fare Requirements
- 4. Insurance Regulators:** Alberta Insurance Council and the Insurance Council of Saskatchewan
- 5. Supplier Issues:** Friends and Family Discounting, NCFs and Costco

Results



Impact

- ✓ Worked with IATA and Airlines to improve the ADM process and reduce the volume overall. Progress being made. First Canadian ADM Workshop held Oct. 1, 2019 to identify specific pain points in Canada. Workshop satisfaction rate 9/10 with 93% wishing to continue.
- ✓ Launched Member Letter Writing Campaign to Ontario MPPs and Minister of Government and Consumer Services to address immediate need of Ontario TIA and Compensation Fund reform. Response positive and growing. Meeting with the Minister being scheduled.
- ✓ Lobbied IATA to assist agency community meet a new APPR requirement, advising consumers of an airlines' conditions of carriage. IATA is considering our request. Provided continual updates to Members on travel agency responsibilities and requirements under APPR.
- ✓ Met with the Alberta government on the regulatory burden of selling travel health insurance in AB. Willingness to take on issue.
- ✓ NEW ACTA National Supplier Issues Committee met to review supplier concerns of Members and establish priorities to address for 2020.